

Steve Smith

Mobile: 469.235.2290

dita.cms.writer@att.net

Dallas, Texas

Senior Technical Writer

- Employ XML, FrameMaker, MadCap Flare, and MS Office 365 to create documentation deliverables from content management systems.
- Transform product Agile stories and use cases into modular task, concept, and reference topics.
- Design modular topics to reuse customer, system administrator, and developer topics for training classes, marketing collateral, and support knowledge bases.
- Work with minimal supervision in fast-paced departments using Agile tools and interviewing skills to locate missing information for documentation.
- Adhere to organization writing style guidelines, while developing new authoring techniques.

Accomplishments

Used FrameMaker, oXygen, DITA, Vasont and Astoria CCMS, and Confluence wiki to author multiple online technical materials:

- Documented IP-based phones with reusable DITA-content tools to publish user experience instructions.
- Created financial guides and whitepapers using DITA 1.2, Oxygen 17, and Astoria on Demand.
- Single-sourced two Server Security Compliance and Validation Guides that shared 80% content.
- Programmed corrective PERL scripts to repair documents from Astoria CMS—remove unused graphics, DTD references, replace special characters with Unicode, and fixed table structures.
- Created single-source references for network hardware-accelerator chips with FrameMaker, Vasont CMS, SnagIt, and DITA writing standard.
- Programmed Perl, Ruby scripts, and XSLT transforms to create deliverables from XML documents.

Software

DITA, oXygen, Astoria on Demand, Adobe Experience Manager, Acrolinx, Rally, Camtasia 9, Microsoft Office 365 (Word, Excel, Outlook, and PowerPoint), SharePoint 2016, Visio 2016, Publisher 2016, FrameMaker 12, SnagIt, Madcap Flare, Acrobat Creative Cloud, Vasont, Agile, Captivate 9, Confluence, JIRA, Oracle RightNow, HTML5, CSS3, SQL Server, Subversion, and Perforce.

oXygen, JSON, XML, Markdown, Swagger, Sandcastle, and JavaDocs. Read and write Java, C++, C#, PHP, Python, and Perl languages.

Key Work Projects

- Document network phone administration and configuration functions. Develop end-user phone guides and release notes. Used XML authoring workflow with DITA, oXygen, Acrolinx, Astoria on Demand, and Adobe Experience Manager. (Cisco, October 2017-Present)
- Develop administration guides, participant job aides, and interactive training videos. Built extensive (35 page set) of interactive Adobe forms to capture customer data and accurately configure benefit plans using a SaaS enrollment application. (InRoll, LLC, September 2016-September 2017)
- Develop a metadata schema for all company individuals to search SharePoint libraries without needing to know the SharePoint organization. (InRoll, LLC, September 2016-September 2017)

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- Built user guides and white papers using DITA/FrameMaker structured authoring. Reuse content in whitepapers, guides, and online help. Revise linking in DITA help topics. (LexisNexis, 2015-2016)
- Developed new FrameMaker style guide for new security interface, designed Madcap Flare single-sourcing solution, and selected software tools to match writing staff needs. (Rockwell Collins, 2015)
- Implemented FrameMaker single-sourcing of server security hardening, upgrades, and troubleshooting procedures. (Tektronix, 2013)
- Revised structured topics for Axxia 2500/5500 Virtual Pipeline Reference Manuals to configure accelerator engines to perform network monitoring, security, and VPN/Firewall appliance operations. Organized CMS topics, so that FrameMaker product documents re-used 75% of the content. (LSI Corporation, 2012)
- Developed context-sensitive help for a system management plug-in that controls VMware tasks to build, deploy, and troubleshoot Dell virtual servers. (Dell, 2010)
- Created high-speed analog data sheets, user guides, and five major help systems, with XMetaL editor, RoboHelp, Madcap Flare, and Astoria CMS. (Texas Instruments, 2007-2008)

Education

- University of Texas at El Paso: MS Electrical Engineering–Digital Signal Analysis
- University of Texas at El Paso: BS Electrical Engineering–Software Engineering